

SPRINT

Operational Standards

A.1 Communication Assistant CA

CA Employment Standards

Sprint has established a successful procedure to attract qualified applicants for CA positions. The first step in the CA's hiring practice is a validated test that screens for typing, language skills, and other skills related to the CA position. When an applicant passes the test, a Human Resources representative screens the applicant over the phone or in person, for oral communication skills and work availability. If the applicant passes this step, he/she is interviewed in person by an Operations Supervisor for specific job dimensions that relate to the success of a CA. If the supervisor recommends the applicant for employment, the applicant undergoes a drug screen and security/reference check. This process ensures that only qualified applicants are hired to work at a relay center.

Communication Assistants Training Program

Sprint trainers use adult learning theories; training is adapted to each participant's learning modality; incorporating lecture, visual graphics, flow charts, videos, role playing, and hands-on-call training, to stimulate the CA's ability to learn.

New hires receive training in Deaf Culture, ASL translation, Oral Deaf, and sensitivity to the needs of persons with hearing and speech disabilities by a qualified person who, if not deaf or hearing-impaired, possesses extensive knowledge in this area. During the CA's initial training, he/she is trained and evaluated on how to accurately reflect the TTY user's intent and on the CA's role in the relay process. CAs' performance based skills such as grammar, spelling and oral communication abilities are evaluated. Sprint works closely with local deaf and hard of hearing communities to identify knowledgeable presenters to assist with the training. Sprint utilizes videos, role-playing, group activities and discussion groups to educate employees on the different needs of their customers to ensure sensitivity towards customers.

Additionally, applicants are given four written and hands-on evaluations to demonstrate their ability to spell, type accurately and process a call using live training terminals and role-plays written in varying levels of ASL. CAs also receive extensive training on how to improve their interpersonal skills so that they can work effectively with difficult and stressful situations that may arise during their employment.

Please review the Sprint TRS, Speech to Speech (STS) and Video Relay Service (VRS) Training outlines in Appendix B.

A team of ASL fluent Sprint employees developed ASL Training workbooks that are utilized by CAs for ongoing training. These workbooks have been designed to provide supplemental training and to assist CAs toward the mastery of ASL translation on relay calls.

Transmission of 60-WPM

All Sprint CAs type a minimum of 60-WPM. Sprint utilizes an oral-to-type test that simulates actual working conditions. CAs are tested on an ongoing basis to ensure that a 60-word-per-

minute performance requirement is maintained. During this test we do not use technology-aided transmission to ensure the typing speed. The scores for each CA are the actual words-per-minute typed.

Sprint utilizes technological aides during relaying such as pre-programmed macros and auto-correcting software, along with the CA's natural skill, to provide optimal service.

CA Quality Assurance Programs

Individual Monthly Survey

Monthly surveys and formal reviews are used to monitor and evaluate the continuing training for our CAs. The survey process used is a product of a task force comprised of management staff. It evaluates all areas of work performance, personal effectiveness and attendance. The survey process goals are to respond to customer feedback and provide the CA with clearly defined and objective performance measures. Two surveys are completed on each CA every month and include areas such as Typing Accuracy, Spelling, Conversational English/ASL Translation, Clarity / Enunciation, Caller Control, and Etiquette/Composure.

Quality Assurance Test Calls

To ensure that all CAs are focused on FCC requirements and state contractual commitments, Supervisors from every center pair up to perform 10 scripted test calls each on an alternate centers for a total of 700 test calls. After each call, the supervisors fax the survey form to the appropriate center for the CA to receive immediate feedback. This feedback and appropriate guiding performance measures for specific components are addressed with each CA.

Account Management and Trainer Test Calls

Additionally, the Operations department and members of the Account Management Team identify areas of concern based on customer feedback, state feedback, individual survey results and customer contacts. Approximately 300 test calls per month are conducted focusing on the identified monthly call-processing topic. Results are compiled and shared with Operations' management. Based on the results, the trainers and management determine if refresher training is required and what method will be used for delivery.

A.2 Confidentiality and Conversation Context

Confidentiality Policies and Procedures

Sprint understands that measures to ensure confidentiality are crucial to the success of any TRS operation and has implemented procedural and environmental measures to safeguard customer and call information. In accordance with the FCC regulations, all information provided for call set up, including customer database and branding information, remains confidential and cannot be used for any other purposes. Sprint also prohibits the use of any information obtained during the processing of a call. After the inbound party disconnects, CAs lose the ability to view or access any information pertaining to that call. No written or taped information regarding the call is kept after the call is released from the CA position.

After the call has been terminated, the billing information is transferred to the billing files and is no longer accessible except for billing purposes.

No one is permitted to watch or listen to actual calls except CAs and supervisory staff for the purpose of relaying, assisting or monitoring the call or for training purposes.

CAs perform their work in cubicles that are bordered by high sound-absorption acoustic tiles and wear special noise reducing headsets. The cubicles are arranged to minimize the number of cubicles that are side by side. The CA work areas have a security card key access and visitors are not allowed in CA work areas. These special equipment and environmental arrangements reduce noise interference and supports confidentiality.

All relay center personnel are required to sign and abide by a pledge of confidentiality that is a promise not to disclose the identity of any caller or any information learned during the course of relaying calls. Employees are expected to abide by the pledge of confidentiality during and after their period of employment. Sprint's confidentiality policies are strictly enforced.

Sprint strictly enforces confidentiality policies including the following:

Communication Assistant (CA)

- Prospective CAs are screened in the interview process on issues regarding ethics and confidentiality. During initial training, CAs are presented with examples of situations that could be considered breaches of confidentiality.
- Stress can be a factor in maintaining confidentiality. CAs receive training on healthy detachment. When CAs require counseling due to a stressful call, they do not discuss any specifics about the call. Sprint contracts with professional agencies to provide our employees with the confidential assistance of professionally certified counselors.
- Breach of confidentiality will result in termination of an employee. All claims of breach of confidentiality are fully investigated. If the investigation confirms that any employee committed a breach of confidentiality, the employee will be terminated.
- When CAs require counseling due to a stressful call, they will not discuss specifics about the call. Sprint has consulted with a medical agency to provide a confidential employee assistance program

Building

- CA center has security key access.
- Visitors are not allowed in the CA work area.
- CA terminals screens are not visible from any window area.

Sprint CAs relay everything thing that is said and everything that is heard. CAs do not omit or censor any aspect of the relay call. CAs convey all conversation, including profanity. All conversation during initial call set-up and acceptance of charges from the called party is relayed. All comments directed to either party by the CA are relayed and typed in parentheses.

Verbatim Relay and the Translation of ASL

CAs type to the TTY user or verbalize to the non-TTY user exactly what is said, verbatim, when the call is first answered and at all times during the conversation, unless either user specifically requests summarization or ASL interpretation.

At the request of the relay user, Sprint CAs will translate written ASL into conversational English. All Sprint CAs are able to translate the typed languages of relay users whose primary language may be ASL or whose written English language skills are limited to conversational grammatically correct English. Training is provided on various levels of English/ASL during the initial training, as well as throughout a CAs' employment. In order to finish training successfully, the CA must demonstrate competent skills to translate the calls as requested.

STS Limited Exception of Retention of Information

At the request of a caller, Sprint Speech-to-Speech (STS) CAs will retain information from a call in order to facilitate the completion of consecutive calls. No information is kept after the inbound call is released from the CA position.

STS Facilitation of Communication

Sprint STS CAs receive training on how to facilitate STS communication without interfering with the independence of the user. STS CAs are evaluated on monthly on their ability to facilitate the call without altering content of the conversation or compromising the user's control. Sprint relay users have full control of all of their relay calls.

Please refer to Appendix C for the TRS Pledge of Confidentiality

A.3 Types of Calls

Sprint provides 24 hour, 7 day-a-week Telecommunication Relay Service (TRS) for standard (voice), Text Telephone (TTY), wireless, or personal computers (PC) users to place local, intrastate, interstate, and international calls. Sprint also processes calls to directory assistance and to toll free numbers. There are no restrictions on the duration or number of calls placed by any relay user. All relay users accessing Sprint retain full control of the length and number of calls placed anytime through relay.

Sprint works in conjunction with the Local Exchange Enhanced Services to provide additional functionality for users of TRS. Sprint processes collect and person-to-person calls and calls charged to a third-party as well as calls billed to prepaid and non-proprietary calling cards offered by the local or any other interexchange carrier. Sprint will also process calls to or from restricted lines e.g. hotel rooms and pay telephones.

When a TRS call is placed through Sprint, the user will be billed in the same manner that a non-relay user would be billed. The relay user will only be billed for conversation time, (which does not include call setup time, in between calls and wrap up time) on toll calls. Billing will occur within 60 days of the call date. Sprint gives users the option of billing their calls to a non-proprietary LEC (local) or IXC (long distance) calling cards. Sprint will process calling cards offered by the user's carrier of choice if the carrier is a participant of Sprint's Carrier of

Choice (COC) program and as long as Feature Group D is at the Carrier's access tandem. Sprint works with the LECs and IXC's to compile and make available to all TTY users a list of acceptable calling cards. The user's carrier of choice is responsible for providing call types and available billing options, and will also handle the rating and invoicing of toll calls placed through the relay.

A complete list of all call types proved by Sprint may be found in Appendix I Sprint Standard Features Matrix.

A.4 Handling of Emergency Calls

Sprint's procedure for handling E911 calls may be found in Appendix D.

A.5 In-call Replacement of CAs

Sprint's policy and procedure for 10 and 15 minute rule on in-call replacement of CAs may be found in Appendix E.

A.6 CA Gender Preferences

When a Sprint relay user requests a CA of the opposite gender to the CA who initially receives the call, the relay user is switched to an appropriate CA as soon as one becomes available. If a change of CA is necessary during the call, every attempt will be made to accommodate the previous gender request.

A.7 STS Called Numbers

Sprint's relay customer database is available to Speech-to-Speech (STS) users. The database can be used to store a list of names, frequently dialed telephone numbers, and customer notes. The database automatically appears on the CA's terminal screen each time a user dials into one of the Sprint relay numbers. The customer database helps to facilitate call set up and conversing preferences for the STS user. Customer profile information contained in the Sprint Customer Database will be transferred to any new provider at the end of the contract term.

Technical Standards

B.1 ASCII & Baudot

Each Sprint CA position is capable of receiving and transmitting in voice, Baudot including TurboCode™ and E-TurboCode™ as well as ASCII codes. Upon a call being received at the CA position, TTY signals are automatically identified as either Baudot or ASCII; if ASCII, the baud rate is detected. Intelligent modems allow the CA to handle either voice or data lines from the same CA work station.

This automatic identification of call types for incoming calls provides a quick and efficient technique for varied customer input and reduces the average CA work time to a minimum.

ASCII rates up to and including 19,200 bps are supported by the Sprint platform. The domestic TTY baud rate of 45.5 and the international rate of 50 baud are also supported.

B.2 Speed of Answer

Sprint's Quality Assurance Program on Speed of Answer may be found in Appendix F.

B.3 Equal Access to Interexchange Carriers

Sprint provides California callers with the ability to have their intrastate, interstate and international calls carried by any Interexchange carrier who has agreed to participate in the California Carrier of Choice (COC) program. When a caller indicates their COC preference, the CA will verify that the requested carrier is a COC participant, if they are, the call will be routed accordingly. Callers will be able to use any billing method made available by the requested carrier including collect, third party, prepaid and calling cards.

The current participating members of Sprint Carrier of Choice program are:

- AT&T
- Broadwing Communications
- Broadwing Telecommunications
- Excel
- Global Crossings LTD
- LDDS
- MCIWorldCom
- McLeod USA
- Metromedia
- OPEX Long Distance
- SimCom
- Sprint
- Touch America (formerly Qwest)
- Verizon Long Distance
- WilTel
- Working Assets
- WorldCom
- 10-10-220 (Telecom USA/ MCI)
- 10-10-222 (MCI WorldCom)
- 10-10-275 (WorldxChange)
- 10-10-288 (AT&T)
- 10-10-297 (Excel)
- 10-10-321 (Telecom USA/ MCI)
- 10-10-333 (Sprint)
- 10-10-502 (WorldxChange)
- 10-10-629 (WorldxChange)
- 10-10-636 (Clear Choice Five Talk)
- 10-10-781 (WorldxChange)
- 10-10-811 (VarTec FiveLine)
- 10-10-834 (WorldxChange)

If a California caller does not indicate a COC preference to the CA either on-line or in their customer database (or if their preferred carrier is not a COC participant), the call will be carried over the Sprint network. As with calls carried by Sprint, most COC participants limit billing methods based on the type of line from which the call originates. When the requested carrier is not a COC participant, Sprint has established a procedure where the carrier will be notified, verbally and in writing, of its obligation to provide access to TRS users and encourage their participation.

Please see Appendix G for a sample of the Carrier of Choice letter.

B.4 TRS Facilities

Sprint TRS and Sprint relay Customer Service are both available 24 hours a day, every day of the year. Sprint utilizes both UPS and backup power generators to ensure that the relay centers have uninterrupted power even in the event of a power outage. UPS is used only long enough for the backup power generators to come on line – a matter of minutes. The backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. The generators can stay in service for longer periods of time as long as fuel is available.

In the event of a power outage, the UPS and backup power generator ensure seamless power transition until normal power is restored. While this transition is in progress, power to all of the basic equipment and facilities essential to the center's operation is maintained. This includes:

- Switch system and peripherals
- Switch room environmentals
- CA positions (consoles/terminals and emergency lights)
- Emergency lights (self-contained batteries)
- System alarms
- CDR recording.

As a **safety precaution** (in case of a fire during a power failure), the fire suppression system is not **electrically powered**. Once the back-up generator is on line, stable power is established and maintained to all TRS system equipment and facility environmental control until commercial power is restored. Please refer to the Disaster Recovery Plan provided in Appendix H for a complete explanation of Sprint's back-up plan.

B.5 Technology

Voice Carry Over

Sprint has provided voice and hearing carryover as standard TRS features longer than any other provider. Voice carryover (VCO) allows a user to speak directly to the person he/she **is calling and receive responses by text through the CA (and vice-versa)**. In addition, Sprint supports VCO-VCO, VCO-HCO, VCO-TTY, and Two Line VCO calls.

Hearing Carry Over

Hearing carryover (HCO) allows a person to listen directly to the person they are calling and provide their responses by text through the CA (and vice-versa). Sprint was the very first relay provider to offer HCO users what is known as voice progression technology. This advancement eliminates the HCO users' need for reading macros and allows him/her to hear the call set-up, ringing and the called party answering the telephone. In addition, Sprint supports HCO-HCO, HCO-VCO, HCO-TTY, and Two Line HCO calls.

Internet Relay

Sprint provides a web-enabled, multi-language product – Sprint Internet Relay. Sprint Internet Relay calls can take place anywhere there is an Internet connection. This feature provides a secure and interactive relay experience using intuitive features designed for TRS users.

Video Relay Service

Sprint is the only provider with a web-based platform to support VRS. Users of VRS utilize video conferencing equipment and high-speed telecommunication lines to access the service. 90% of VRS customers use VRS through the Internet.

Future Technology under Development

Sprint is currently investigating future communication enhancements including, Caption Telephone, Real-Time Captioning service for conference calling, Speech to Text technology, Wireless Internet Relay through cell phone devices, wireless Video Relay accessibility, Palm Pilot and Two-Way Pager utilization through relay.

Please see Appendix I Sprint Standard Features Matrix.

Note: The FCC encouraged States to describe the future technologies during the next re-certification period (10/1/03 – 9/30/08).

B.6 Voice Mail and Interactive Menu (Hot Key)

When the Sprint relay caller reaches an answering machine, voice mail or interactive menu, the CA informs the relay caller by hitting a macro which reads (ANS MACH) or (RECORDING) to keep the caller informed of the call progress. The CA then, if necessary, presses a hot key to record the voice announcement and relay the message back to the caller. The CA utilizes Sprint's recording technology to obtain all information necessary on the first attempt. The CA relays all of the recorded information to the customer and deletes the recorded message.

This technology greatly reduces the CA work time, as the CA does not need to make multiple outdials. In addition, Sprint relay callers are only charged for the first call. Subsequent redials to leave a message or enter information into an interactive menu are not

charged to the customers. Sprint has developed a procedure using our Ultra WATS lines to ensure that with additional out-dials the customer does not incur toll charges.

Callers to Sprint relay services access 900 services by dialing a free 900 number to access relay. Use of a toll-free 900 number inbound to the relay center provides functionally equivalent access to the telecommunications network while preventing unauthorized end users from circumnavigating the LEC restrictions. This process ensures that the LEC will only complete those calls into the relay service that do not have a 900 number block added to their phone lines. The 900 service provider and the 900 number carrier will rate and bill the user as if the call was dialed directly from the originating user's telephone.

(Provide State's 900 number)

Functional Standards

C.1 Consumer Complaint Logs

Sprint provides copies of each TRS Customer Contact form, which includes the date the complaint was filed, an explanation of the complaint, the date the complaint was resolved and explanation of the resolution and any other pertinent information to California. Further, Sprint maintains a log of each individual complaint and provides comprehensive reports on a monthly and annual basis to each of the Sprint States.

By June 25th of each calendar year, Sprint submits a copy of 12-month complaint log report for the period of June 1- May 31, as well as a summary of the complaint log.

C.2 Contact Persons

(Provide State's contact name or office for filing intrastate consumer complaints.)

C.3 Public Access to Info

(Provide state specific summary of all venues of TRS outreach programs, copies of TRS information in telephone directories, billing inserts, newsletters, websites, etc and include information about the State TRS Advisory Board or Council.)

C.4 Rates

California Relay Service users are charged no more for services than for those charges paid by standard "voice" telephone users. California Relay Service users who select Sprint as their interstate carrier, will be rated and invoiced by Sprint. The caller will only be billed for conversation time. Those users who select a preferred interstate carrier via the California Relay Service COC list, will be rated and invoiced by the selected interstate carrier.

By FCC jurisdiction, Sprint has two separate Message Telephone Service rates – one for interstate and one for intrastate. Table x-xx exhibits the discounted rates off Sprint's MTS rates.

	Intrastate	Interstate
Day (7 AM – 6:59 PM)	Xx%	50%
Evening (7 PM – 10:59 PM)	Xx%	50%
Night/weekend (11 PM – 6:59 AM; all day Saturday & Sunday)	Xx%	50%

C.5 Jurisdictional Separation of Costs

California All California Relay intrastate and interstate minutes are reported separately and distinctly to the state on the Sprint invoice. The interstate and international minutes are reimbursed by the TRS Interstate Fund. The local and intrastate minutes are reimbursed by the State.

C.6 Complaints

Sprint has a comprehensive Customer Complaint Tracking program. A supervisor or Operations Administrator is available 24 hours a day to accept complaints, document and forward documentation to the proper source for resolution. Supervisors provide immediate feedback to both the customer and the CA.

Sprint will provide copies of each TRS Customer Contact form, which includes the date the complaint was filed, an explanation of the complaint, the date the complaint was resolved and explanation of the resolution and any other pertinent information to California. Further, Sprint maintains a log of each individual complaint and provides comprehensive reports on a monthly and annual basis to each of the Sprint States.

The complaint resolution procedure outlines the steps to ensure complaints are resolved within 180 days of filing. If the complaint concerns a specific CA, an Operations Supervisor follows up and resolves the complaint. The role of the supervisor is to:

- Accept all types of complaints, issues and comments.
- Handle all service type complaints.
- Resolve complaints with Communication Assistants.
- Follow up with customers if requested by the customers.

If the complaint concerns a specific technical issue, a trouble ticket is filed and the ticket number is documented on the customer contact form. The ticket will be investigated and resolved by an on-site technician. The Account Manager is responsible for tracking all technical complaints and following-up with customers on resolutions.

If a miscellaneous complaint is filed with customer service, a copy is faxed to the Account Manager for resolution and follow-up with the customer. California customers also have the option of calling our 24-hour Customer Service department (1-800-676-3777) or the California Account Manager to file complaints or commendations.

Sprint has the capability to transfer the caller on-line to Customer Service department. A Customer Service representative will always answer the calls live. The Account Manager is responsible for tracking all commendations and complaints and sending copies of Customer Contacts to the State Relay Administrator by the invoice due date of the following month.

C.7 Treatment of TRS Customer Info

The Sprint Customer Preference Database includes such items such as types of call, billing information, speed dialing, slow typing, carrier of choice, as well as emergency numbers, blocked outbound numbers, language type (English, Spanish, ASL) and call notes are included in the customer profile. At the end of the ensuing contract(s) Sprint will transfer all California database records to the next incoming relay provider, at least 60 days prior to the last day of service, in a usable format.

Appendix B Sprint TRS Training Outlines

Sprint TRS Training Outline

Module	Module Description
Module 1	Orientation <ul style="list-style-type: none"> • Objectives • Welcome & History • Future of Sprint • What is Relay? • CA Training • Call Flow Chart
Module 2	Phone Image <ul style="list-style-type: none"> • Objectives • Introduction • Communicating Information • Using Conversational Tone • Managing Dissatisfied Customers
Module 3A	Overview of System and Equipment <ul style="list-style-type: none"> • Objectives • Logging In • Logging Out • Screen Display • Checking for Understanding • Headsets • Modem • Error Correction • Keyboard • Last Typed Macro Feature • English Macros • Spanish Macros • Telephony Terms
Module 3B	Interactive Terminals <ul style="list-style-type: none"> • Knowing Your TTY • Closing a Conversation • Typing Background Noises
Module 3C	Overview of System and Equipment (FRS Only) <ul style="list-style-type: none"> • Malfunctions • Relay Procedures • Confidentiality • Statistics • Handling Obscene Calls • Requesting a Supervisor • Reporting • Macros
Module 4A	Call Processing Procedures <ul style="list-style-type: none"> • Objectives • Your Role as CA • Call Processing for All States

Module	Module Description
Module 4B	Destinations of Traffic <ul style="list-style-type: none"> • Destinations not Allowed • IntraLata Competition • State Differences
Module 4C	Answering Machines and Audiotext <ul style="list-style-type: none"> • Record Feature • Voice Answering Machine • Voice to TTY Answering Machine • Information Line • Audiotext • Voice Mail • Pagers/Beepers (TTY-Voice) • Pagers/Beepers (Voice - TTY) • Variations • Answering Machine Retrieval
Module 4D	Voice Originated Calls <ul style="list-style-type: none"> • Local Call Description • Toll Free and Paid • Paid over Sprint Network • Paid over Alternate Carrier • Variations
Module 4E	Long Distance Calling <ul style="list-style-type: none"> • FONcard • LEC Card • Optional Cards • Pre-Paid Cards • Collect • Third Party • Immediate Credit
Module 4F	VCO and HCO <ul style="list-style-type: none"> • Voice Carry Over (VCO) • Inbound VCO Branding • Busy Line • No Answer • Two-Line VCO • Hearing Carry Over (HCO) • Non-Branded HCO • Branded HCO

Module	Module Description
Module 4G	Alternate Call Types <ul style="list-style-type: none"> • VCO to VCO • VCO to TTY • TTY to VCO • HCO to HCO • HCO to TTY • TTY to HCO
Module 4H	Customer Database <ul style="list-style-type: none"> • Customer Database Feature • Customer Notes Window • UCR Main Menu • Name Submenu • COC Submenu • InterLata COC • IntraLata COC • Billing Method Window • Billing Options • Numbers Submenu • Emergency Numbers • Frequently Dialed Numbers (FD) • Blocked Numbers • Customer Notes
Module 4H	Customer Database <ul style="list-style-type: none"> • Preferences • Answer Type • Language Type • Outdial Restrictions • Macros • Last Number Redial

Module	Module Description
Module 4I	<p>Variations</p> <ul style="list-style-type: none"> ▪ Busy Signals ▪ Poor Connection ▪ No Answer ▪ Request for Information ▪ Speech Impaired ▪ Pacing Voice Customer ▪ Profanity towards CA ▪ Request for M or F CA ▪ CA Knows Customer ▪ Suicide ▪ Abuse ▪ Illegal Calls ▪ Sensitive Topics ▪ Redialing ▪ Switchboards ▪ Young Children ▪ Inbound ASCII ▪ Repeating Information ▪ Request for Relay Number ▪ Restricted Calls ▪ ASCII on Outbound Line ▪ Regional 800 ▪ Two Calling From Numbers ▪ LEC Service Office ▪ Double Letters ▪ Call Waiting ▪ Conference Calls ▪ Three-Way Calling ▪ Changing CAs ▪ 800 Number Referral ▪ Hard-of-Hearing Customer ▪ Call Backs for TTYs ▪ Multiple Calls
Module 4I	<p>Variations</p> <ul style="list-style-type: none"> ▪ Call Modification ▪ Holding ▪ Alternate Language ▪ Typing in Parenthesis ▪ Product Information ▪ Spanish Calls ▪ Voice Customer Hangs Up ▪ Variable Time Stamp ▪ TTY Customer Hangs Up ▪ Conversation being Recorded ▪ Prompting Voice for "GA" ▪ Non-Standard TTY Capability ▪ Internet Characters ▪ TTY does not type "GA" ▪ Cellular Long Distance Calls ▪ Party Line Calls

Module	Module Description
Module 5	Emergency Call Processing <ul style="list-style-type: none"> Emergency Calls Non-Emergency Calls Emergency Incident Form
Module 6A	Performance and Procedures <ul style="list-style-type: none"> Performance Measurement Plan Quality Customer Service Commitment Personal Effectiveness Assessment Survey and Replay Emergency Procedures Emergency Assistance Form Checking for Understanding
Module 6B	Healthy Relay <ul style="list-style-type: none"> Introduction Analogy Stretching Exercises CA Reinforcement Ergonomic Review Setting up Workstation GUAM - Get up and move
Module 6B	Healthy Relay <ul style="list-style-type: none"> Ergonomic Relief Slowing the Customer Overtime Relaxation
Module 7A	Responding Positively <ul style="list-style-type: none"> Stress Management Thoughts and Feelings Relaxing Emotionally Thinking Powerfully Exercise Nutrition Relaxation/Meditation Energy Resource Assessment Suggested Reading Leader's Notes
Module 7B	Healthy Detachment <ul style="list-style-type: none"> Interactive Communication TDD Communication Potential Stressors Detaching
Module 8	Assessing Performance <ul style="list-style-type: none"> Assessment Process Coaching Feedback Pass/Fail Guidelines Role Plays

Module	Module Description
Module 9	Supervisor as Trainer and Coach <ul style="list-style-type: none"> ▪ Introduction ▪ Objectives ▪ Being a Coach/Trainer ▪ An Adult Learner ▪ Giving Effective Instruction ▪ Feedback
Module 10	A Healthy Approach to Relay <ul style="list-style-type: none"> ▪ Learning Continuum ▪ Adult Education ▪ Dale's Cone of Experience ▪ Elements of Lesson Design ▪ Preparation for Training ▪ Warm Ups ▪ Voice Inflection ▪ Handling Interruptions ▪ Prep for Final ▪ Hearing Thru (TDD - Voice) ▪ Hearing Thru (Voice - TDD) ▪ Voice Thru (TDD - Voice) ▪ Voice Thru (Voice - TDD) ▪ Audiotext ▪ Information Lines ▪ Business Answering Machines ▪ Residential Answering Machines ▪ Beepers ▪ Spanish Answering Machine ▪ TTY Answering Machine

Speech to Speech Training Outline

Module 1	Orientation <ul style="list-style-type: none"> • Objectives • Welcome & Introductions • Description • History 	What is Speech to Speech Differences from Relay Agent Training
Module 2	Speech to Speech Customers <ul style="list-style-type: none"> • Objectives • Introduction • Phone Image • Characteristics of Speech to Speech Customers • Breaking the Stereotypes 	Varying Speech Patterns Voice Synthesizers Types of Calls Transparency & Confidentiality Phrases
Module 3	Attributes of STS CAs <ul style="list-style-type: none"> • Objectives • Patience • Concentration • Listening Skills 	Caller Control Sensitivity and Understanding
Module 4A	Call Processing Procedures <ul style="list-style-type: none"> • Objectives • Your Role as CA • Billing • Directory Assistance • Changing CAs 	
Module 4B	Answering Machines and Audiotext <ul style="list-style-type: none"> • Answering Machines • SA to SD Answering Machine • Busy/Disconnects • Audiotext Message • Pagers/Beepers 	
Module 4C	Emergency Call Processing <ul style="list-style-type: none"> • Emergency Services • EM Numbers • Emergency Incident Form 	
Module 4D	Variations <ul style="list-style-type: none"> • Outbound to Relay • Personal Conversations • Operator Calls • Talking on Hold • Keeping the Customer Informed • Differentiating STS and Relay • Outdialing to STS 	Using GA Spelling Announcement 900 Calls Request to Hold SD to SD through STS Non STS Calls

Video Relay Service Training Outline and Qualifications

Qualifications	<ul style="list-style-type: none">▪ Certified by the NAD at levels III, IV, or V or certified by RID as IC/TC, CI, CSC, LSC or MSC of demonstrated State equivalent▪ Possess a minimum of three years interpreting experience▪ Possess English language skills at a college level▪ Observe strict confidentiality guidelines using RID's Code of Ethics▪ Function in a totally transparent mode▪ Possess strong receptive and voicing skills▪ Possess sensitivity to the needs of the Deaf, Hard of Hearing and hearing parties▪ Have a wide range of experience working in the deaf Community utilizing ASL, PSE and Signed English Community utilizing ASL, PSE and Signed English communication modes in social, economic, and educational settings▪ Possess interpreting experience for persons who have minimal language skills▪ Possess computer literacy, including familiarity with current Windows operation system, and be able to operate computer and video equipment▪ Exhibit superior customer service skills.
Training Modules	<ul style="list-style-type: none">▪ History of Telecommunications relay services▪ Orientation of VRS work station, video software and equipment▪ Sign language interpreter code of ethics▪ TRS operator rules of confidentiality and code of ethics▪ VRS roles and responsibilities

Appendix C Pledge of Confidentiality

RELAY CENTER CODE OF ETHICAL BEHAVIOR

AS PART OF THE RELAY SERVICES ORGANIZATION, ALL EMPLOYEES, CONTRACTORS AND VISITORS ARE BOUND TO THE LAWS OF THE STATE AND THE FOLLOWING GUIDELINES:

1. ALL TELECOMMUNICATIONS RELAY SERVICE CALL RELATED INFORMATION IS TO BE STRICTLY CONFIDENTIAL. The employee, contractor or visitor shall not reveal any information acquired during or observing a relay call. Any call-related questions or problems are to be discussed with management.
2. NOTHING IS TO BE EDITED OR OMITTED FROM THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. The employee shall transmit exactly what is said in the way that it is intended in the language of the customer's choice.
3. NOTHING IS TO BE ADDED OR INTERJECTED INTO THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. The employee shall not advise, counsel, or interject personal opinions, even when asked to do so by the consumer.
4. TO ASSURE MAXIMUM USER CONTROL, THE EMPLOYEE WILL BE FLEXIBLE IN ADAPTING TO THE CONSUMER'S NEEDS.
5. EMPLOYEES WILL STRIVE TO FURTHER COMPETENCY IN SKILLS AND KNOWLEDGE THROUGH CONTINUED TRAINING, WORKSHOPS, AND READING OF CURRENT LITERATURE IN THE FIELD.

I have read and understand the Relay Center Code of Ethical Behavior. I agree to comply with this Code and any applicable State and Federal laws pertaining to Telecommunications Relay Services and understand that failure to do so will lead to company disciplinary action that may result in my termination and criminal prosecution.

EMPLOYEE/CONTRACTOR/VISITOR

DATE

MANAGER/SUPERVISOR

DATE

Appendix D E 911 Call Procedure

Sprint uses a system for incoming emergency calls that automatically and immediately transfers the relay user to the nearest Public Safety Answering Point (PSAP). Sprint considers an emergency call to be one in which the user of the relay service indicates they need the police, fire department, paramedics, or ambulance. The following steps will be taken to connect the caller to the correct PSAP:

- The CA, when told by a TTY/ASCII user (non-voice) that an emergency exists, will hit a “hot key”.
- The CA’s terminal sends a query to the E911 database containing the caller’s geographic area ANI.
- The database responds with the telephone number of the PSAP that covers the geographic source of the call, and then, automatically dials the PSAP number, and automatically passes the caller’s ANI to the E911 service center.

The CA remains on the line until emergency personnel arrive on the scene unless previously released by the caller. The CA also verbally passes the caller’s ANI onto the E911 center operator. If the inbound relay caller disconnects prior to reaching E911, the CA will stay on the line to verbally provide the caller’s ANI to the E911 center operator.

Appendix E Policy on 10 and 15 Minute Rule

Sprint understands that a change of CAs can interrupt the natural call flow. Therefore, Sprint strives to keep the same CA dedicated to each call. Sprint will ensure that the CA remains on the call for at least 10 minutes (or 15 minutes for Speech-to-Speech call). If a change of CA is unavoidable, CAs are trained to make this transition as smoothly as possible and will inform both parties.

A CA change may occur for the following reasons:

- Customer requests change of CA
- End user verbal abuse of CA or obscenity towards CA
- The call requires a specialist (Speech to Speech, another language)
- Illness
- Potential conflict of interest (i.e. the CA identifies an end user as a family member or friend)

In instances where it is necessary to change CAs, a second CA will plug in their headset at the position and watch the call for several minutes in order to assess the “spirit” of the call and make the transition smoother. After several minutes of observation, the second CA will wait until the voice person stops speaking and all conversation has been relayed and will then type to the TTY user:

(CA# CONTINUING UR CALL).

The CA will say to the non-TTY user:

“THIS IS CA # CONTINUING YOUR CALL.”

During initial training, trainees are required to practice this procedure. In addition, a training video was developed that clearly shows the procedure and how to ensure it is as smooth as possible.

Appendix F Quality Assurance Program on Speed of Answer

As our TRS vendor since September 11, 1997, Sprint has developed the capability to effectively manage a human resource pool that provides unsurpassed quality. Sprint has grown their TRS Operations capability to handle approximately 27 million calls per year. Sprint has gained valuable experience in sizing its TRS Operations to accommodate contract requirements. Historical call detail is gathered by 15-minute periods throughout the years of providing TRS service. This historical information is combined with state-specific information to establish anticipated call patterns that accurately predict the personnel needs necessary to efficiently process the relay calls.

Sprint meets the requirement of answering 85% of all calls within 10 seconds on a daily basis by a live CA. (Abandoned calls are included in this 85/10 Service Level calculation.) Sprint will ensure that no more than 30 seconds elapses between the receipt of the dialing information and the dialing of the requested number.

Sprint samples the average answer time a minimum of every 30 minutes for each 24-hour period. Sprint's Traffic Management Control Center (TMCC) and our Enhanced Services Operations Control Center (ESOCC) are staffed with professionals who understand call processes, call volumes, distribution patterns, contract requirements and call routing, thus ensuring exemplary service.

The Sprint Centers that serve California are provided with sufficient facilities to provide a Grade of Service (GOS) of P.01 or better for calls entering the California call center switch equipment. Inbound calls that may be blocked within the Public Switched Telephone Network (PSTN) will receive a voice recording stating that all circuits are busy and to try the call again within a few minutes.

Performance of inbound traffic on each toll-free number where it enters the Sprint network is measured continuously and reported both daily and monthly. These measurements, which include traffic volume and blockage data, are compiled into a monthly report available to the state. In addition, the dedicated trunk facilities that route the call from the terminating network switch to the ACD (Automatic Call Distributor) at the serving relay center are monitored daily for compliance with blockage limitations. These data are monitored for both short and long-term trends to ensure the most cost-effective use of resources.